



Illinois Telecommunications Access Corporation

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June 27, 2012

Office of the Secretary
Federal Communications Commission
Washington, DC 20554

Via Electronic Mail

RE: CG Docket 03-123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2011 through May 31, 2012, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

Please contact me if you require any additional information.

Sincerely,

Patty Kress,
Assistant Director

June 27, 2012
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Office of the Secretary
Federal Communications Commission

Via Electronic Mail (Email)

RE: CG Docket 03-123

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2011 through May 31, 2012).



**Illinois FCC
2011 - 2012
Complaint Log**

Complaint Tracking for IL (06/01/2011-05/31/2012). Total Customer Contacts: 21

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/11	A Customer stated that the Communication Assistant did not inform the caller of the phone ringing, all the Communication Assistant did was type the answering machine message but did not tell me it was ringing. The Communication Assistant explained to the customer that there are some situations where ringing is not heard and that the answering machine would pick immediately. The Communication Assistant offered to place the same call. The call was placed and there was no ringing and the answering machine immediately picked up. The message was relayed and I explained to the customer that there was no ringing heard. The customer was pleased with the result of this and no follow up was necessary.	06/01/11	There was no follow up with Communication Assistant necessary since the Communication Assistant processed the call correctly.
2	06/02/11	A Caller asked to the Communication Assistant to retrieve voice mail, but Communication Assistant only typed partial information. The Communication Assistant deleted two messages without relaying the information. The Communication Assistant did not answer when asked why but they transferred the call to customer service. An apology was made for problem and the caller was informed that the Communication Assistant's supervisor would be made aware of the issue. The customer did not want contact.	06/02/11	The Communication Assistant was coached by her supervisor on the proper procedures for retrieving voice mail messages. The Communication Assistant stated that she is confident she can now efficiently process these call types. She said the customer requested the transfer to customer service and was unable to respond to the customer because the call was in the middle of the transfer.
3	06/06/11	Accuracy of captions	06/09/11	A Customer shared feedback regarding the accuracy of captions and provided specific call data noting that several names and numbers were incorrect despite repeated audio. The Customer also noted a lack of corrections for inaccurate captions. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Call Management shared this information with the Communication Assistant's supervisor and increased monitoring frequency to make sure that poor accuracy and uncorrected errors are not an ongoing concern for this Communication Assistant.
4	06/10/11	A Customer says that the Communication Assistant was unable to follow the customer's instructions on how to dial two different voicemail systems and relay messages. The Communication Assistant just dialed in, put in codes, and hung up without relaying any messages. An apology was made for the inconvenience and no follow-up was requested.	06/10/11	The Communication Assistant was followed up with regard to this complaint. The Communication Assistant said he did enter the codes given in the customer notes but they didn't work. The Communication Assistant was coached on keeping the customer informed step by step so that the customer is aware what actions have been taken and the end result. The Communication Assistant was coached on voice retrieval process.
5	06/23/11	Captions - stop in middle of call	06/23/11	A Customer called to report that on the call before his call, to Customer Service, captions were not present. The Customer Service Representative promised to investigate. The call details were shared with Call Center management for a follow up investigation. The call data shows some captions and corrections were generated but not at the capacity that would be expected for a call of that length. No trouble ticket was entered for the call. Call Center management increased monitoring frequency for this Communication Assistant. The Communication Assistant was coached on the importance of entering a trouble ticket when a problem of this nature arises. The Customer Service Representative apologized to the customer for this experience.
6	06/24/11	A Customer said this Communication Assistant did not respond after the customer had typed ga (go ahead) four times. The Communication Assistant still did not respond. I apologized to customer for the inconvenience and assured the customer that the Communication Assistant information would be sent to their supervisor. The Customer wanted follow-up and said to place the follow up call via TTY.	06/24/11	The Communication Assistant was coached on responsiveness and remaining focused on calls. The Communication Assistant was also given tools to assist on other scenarios such as pacing or constantly checking the screen. Three attempts were made for a follow up. A message was left on a TTY answering machine on the third attempt informing the customer that the issue has been resolved.
7	07/20/11	A Customer complained that she asked the Communication Assistant not to announce the call. The Communication Assistant announced Relay anyway which confused the receptionist. When the customer asked for an email address the operator typed too fast and she could not jot down the address so she asked operator to slow down but the Communication Assistant typed too quickly anyway. The Customer Service Representative apologized for the inconvenience and told her the report would be sent to the call center supervisor. The customer requested follow up.	07/21/11	A Supervisor reviewed the expectation of following customer instructions including "Do Not Announce" and "Do Not Explain". The Supervisor reviewed the system options to automatically slow text transmission speed. The Supervisor attempted to follow up with the customer but reached a telephone company recording stating the number has been changed, disconnected or is no longer in service.

8	09/01/11	The Customer stated that she could not make a long distance call through Illinois relay with this Communication Assistant when using RCN as Carrier Of Choice. The Customer Service Representative assured the customer that a trouble ticket would be created for the problem as stated. The customer would like to be contacted when the problem is fixed.	09/01/11	The customer was called at 9:10 PM and there was no response after two rounds of ringing. The Trouble ticket had a notation that the customer had called back at 7:45 PM the same day (Sept 1st) to let us know that her call went through with no problems.
9	09/15/11	The Communication Assistant was very rude and impolite. The Communication Assistant Said "one moment please" very loudly and unprofessionally. She repeatedly kept raising her voice to me because I wasn't very familiar with relay calls. When I didn't respond right away she said "go ahead" really loudly and came across as a rude person. An apology was made to the customer for the inconvenience and assured them that the information would be passed on to the Communication Assistant's supervisor to be addressed. No follow up was requested.	09/15/11	A Supervisor met with the Communication Assistant and coached the Communication Assistant on patience and service with a smile at all times. The Communication Assistant understands and will act in a more professional manner in the future.
10	10/04/11	Technical - General	10/11/11	A Customer reported being unable to call a particular telephone number with captions that she was able to call before. Technical support made an adjustment to allow successful dialing to this phone number. The Customer Service Representative confirmed that the customer is now able to dial the number with captions successfully.
11	10/14/11	Technical - General	10/19/11	A Caller to a CapTel user said when calling the CapTel user the phone rings once and then goes to a busy signal. The Customer Service Representative investigated and Technical support made an adjustment to allow the call to route properly. The Customer Service Representative confirmed with the caller that they are now able to dial to the CapTel user successfully. The Customer expressed appreciation for the assistance provided in resolving the matter.
12	11/06/11	Technical - General	11/08/11	A Customer's son reported not being able to connect with the CapTel 200 through the captioning service. Technical support made an adjustment to allow the call to go through properly. The son confirmed that he is now able to connect with his mother's CapTel phone through the captioning service.
13	12/05/11	A Customer stated that she just had a horribly rude male Communication Assistant. She called her mother and this Communication Assistant couldn't tell me what she (the mother) was saying so she asked the Communication Assistant if she was typing or not. The Communication Assistant would not reply. She stated that she is aware that sometimes the TTY does get garbled and previous Communication Assistants would notify her whether or not it was garbling but this Communication Assistant wouldn't keep her informed. The Customer then asked for the Communication Assistant's CA ID, the Communication Assistant would not give it to her and Communication Assistant disconnected the call. An apology was made and the customer was assured the issue will be forwarded to the appropriate personnel. The Customer wants a follow up via mail.	12/05/11	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call. A follow up letter was sent on December 8th.
14	12/09/11	Technical - General	12/22/11	The Customer reported that specific numbers could not call her with captions. One of the Telecommunications Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier.
15	01/03/12	Technical - General	01/04/12	A Customer reported that she cannot contact CapTel Customer Service from her CapTel phone. Technical support worked with the carrier to make an adjustment to re-route the calls to connect through a different carrier. The Customer confirmed that they are now able to dial the number successfully.
16	02/06/12	The Customer stated, "This Communication Assistant redialed without me asking them to do so." The customer was apologized to and follow up was not requested.	02/06/12	The Communication Assistant was coached on the importance of following customer instructions and inbound control of the call. The Communication Assistant understands.
17	03/16/12	The Customer stated that he requested Turbo Code be disabled several times and he felt that this Communication Assistant did not make any attempt to disable it because he continually received garbled messages. An apology was made to the customer and they were assured that the Communication Assistant will receive follow up. The customer didn't request follow up.	03/16/12	This Communication Assistant ID number is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.

18	03/16/12	An Illinois voice customer said her cell phone number did not show up when she called TTY numbers, so the TTY users did not answer. An apology was made for the inconvenience and a trouble ticket was open. The customer requested follow-up.	03/16/12	Technicians are working on this with the customer by making test calls. Century Link is working on resolving this. Century Link informed our technicians that Verizon no longer sends the customer's name for Caller ID. Customers will receive the number on their Caller ID from now on. Contacted both the TTY and voice customers of Verizon's change with this.
19	04/03/12	A Customer stated that he is experiencing garbling and would like this resolved. An apology was made for the inconvenience. A trouble ticket was opened. The Customer wishes a follow up via phone call by the state account manager.	04/03/12	Called customer and there was no answer. Called customer again at 9:25 AM and there no answer. Called customer again and still no answer and unable to leave a message.
20	04/11/12	A Customer reported a particular call that was disconnected due to a technical difficulties message.	04/11/12	The Customer Service Representative explained that the captionist on this particular call experienced a technical difficulty. The Customer Service Representative apologized for customer's experience.
21	04/22/12	A Customer shared feedback regarding the accuracy of captions and provided specific call data.	04/22/12	The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. An investigation revealed that the captionist was experiencing workstation difficulties during the reported call. The Customer Service Representative relayed this to the customer and confirmed that she has not experienced any difficulties on any other calls.